

## Quality Policy Statement

*"TripleAconsult is committed to consistently exceeding customer expectations by providing products, services and information of the highest quality in terms of safety, reliability, accuracy and timeliness. Our success is based on continuously improving the effectiveness of our products, processes, and quality management system.*

TripleAconsult provides advice to clients on a wide range of legislative issues such as Fire Safety, Health & Safety and Disability Discrimination in addition to activities such as the provision of auxiliary aids and business solutions to assist clients to manage the output of Safety Management Systems and assessments.

This policy describes the TripleAconsult Quality Management System and is specifically provided for use by the Company's employees, consultants and suppliers

The objective of this Quality Policy Statement is to provide help to understand the way we run the Company.

### **Objectives of the Quality Management System**

To help the company improve its profits by

- identifying, developing and implementing efficient management systems, geared to the individual activity wherever practical
- reducing waste to 'acceptable' levels.
- ensuring effective team working.
- regular audit and review of the Quality Management System to identify excellence, problems and areas of improvement.

To promote customer loyalty and recommendation by

- ensuring Customers' needs are identified and understood.
- ensuring project requirements are identified, understood, agreed by all and documented.
- provide a management system that ensures on-time delivery of the agreed product or service.
- provide brief, user friendly and easily accessible methods to express satisfaction or dissatisfaction and ensure that any dissatisfaction is resolved (to the extent
- meeting the statutory and regulatory requirements of the United Kingdom and other countries within which we operate.

To provide a good working environment and culture for staff by

- promoting a culture of honesty, good timely communication and assistance to each other.
- providing brief, user friendly and easily accessible procedures and processes that reflect the users' preferred method of working wherever practicable.
- ensuring that recognition is given to deserving staff.

### **Quality Management System**

The international definition of a Quality Management System (QMS) , contained in ISO9000: 2000, is "co-ordinated activities to direct and control an organisation with regard to the degree to which a set of inherent characteristics fulfils the requirements".

The QMS is the logical and organised combination of everything (procedures, processes, policies) we all do every day to fulfill our Quality Policy which meets our business and our customers' needs.

The table below details the areas covered by the TripleAconsult QMS:

<b>Management responsibility</b>	ensuring top management shows commitment to the quality system and develops it according to customers' needs and the business' objectives
<b>Resource management</b>	ensuring the people, infrastructure and work environment needed to implement and improve quality systems are in place
<b>Product realisation</b>	delivering what our customers want, looking at continuous improvement in areas such as sales processes, design and development, purchasing, production or service activities
<b>Measurement, analysis and improvement</b>	checking whether our customers are satisfied by carrying out other measurements of our system's effectiveness

### **Quality Activities**

1. Auditing activities are undertaken by appropriately trained personnel, who are mentored by more experienced staff. All customer output is peer reviewed before delivery checking both for consistency as well as accuracy of information.
2. Templates and electronic solutions to business issues are used to ensure standard outcomes and provide cost-effective results to our customers.
3. Review of business processes are carried out on an ad-hoc basis using customer and subcontractor feedback to improve and refine our delivery mechanisms.
4. Long-term associates provide external consultancy in key areas following supplier evaluation.

This policy will be made available to all clients and partner organizations by publishing the policy on the TripleAconsult website. All employees, consultants and suppliers will be required to agree to the policy prior to commencement of activities.

**Signed & dated**

**Elsbeth Grant**

Owner / Managing Director

**Dated communicated:**

**Next review date:**

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Elsbeth Grant.  
20<sup>th</sup> August 2008.

**20<sup>th</sup> August 2008**

**20<sup>th</sup> August 2009**